Program Analysis Division

Acting, Director Dottie Kingsley

Business Functions

Quantitative Analysis

-Quantitative Analysis of Enterprise-wide program data:

-Aggregate and analyze data across Channel and Enterprise unit boundaries

-Conduct statistical analyses, queries, data mining, and trending without disrupting customer services

-Support Enterprise-wide knowledge and usage of consistent and timely program data

-Benchmark analytical processes and services with best-in-business and best-in-government

-Review/synthesize internal reports

Impact Analysis

-Project the impact of proposed program and process changes

-Conduct analyses that identify changes in the student aid environment, including "market" and customer behaviors

-Lead teams that quickly analyze a specific problem that has been identified and recommend immediate actions for improvements

-Quantify the individual and interactive effect of strategic initiatives on multiple FSA offices, processes, customers, partners, and shareholders

-Help to position FSA to benefit from innovative tools used by other ED offices, other agencies, and private industry

Research

- Develop and implement research initiatives that provide customer, program and service information needed to proactively modify processes and services

-Identify and summarize research and best practices data from public resources

-Collaborate with other FSA offices to promote the effective incorporation of research information in FSA program delivery and services

-Interface with OPE, NCES, PES and other offices to promote understanding of program data and the strategic initiatives of the Department